Warning:

- For your own safety read instruction manual before operating saw.
- Wear eye protection.
- Use splash hood for every operation for which it can be used.
- Disconnect saw before servicing, when changing cutting wheels, and cleaning.
- Use tool only with smooth edge cutting wheels free of openings and grooves.
- Replace damaged cutting wheel before operating.

please record the serial number (Located on the cover post casting) of your saw in this block.

serial number

For your warranty to be effective, complete the warranty card (include the serial number) and mail it in as soon as possible.
Safety Messages

A safety message informs you about potential hazards that could hurt you or others. Each safety message is preceded by one of the three words: Danger, Warning, or Caution.

- **Danger**: You WILL be KILLED or SERIOUSLY injured if you don’t follow instructions.
- **Warning**: You CAN BE KILLED or SERIOUSLY injured if you don’t follow instructions.
- **Caution**: You CAN BE injured if you don’t follow instructions.

Additional information as to the nature of the hazard is provided by the following Hazard Symbols which appear throughout the manual in conjunction with safety message alert symbols.

For your safety, read all instructions!

These safety precautions should be followed at all times. Failure to follow these safety precautions could result in injury to yourself and others. Safety is a combination of operator common sense and alertness at all times when the saw is being used.

- **KEEP GUARDS IN PLACE and in working order.**
- **REMOVE ADJUSTING KEYS AND WRENCHES.** Form habit of checking to see that keys and adjusting wrenches are removed from tool before turning it on.
- **KEEP WORK AREA CLEAN.** Cluttered areas and benches invite accidents.
- **DON’T USE IN DANGEROUS ENVIRONMENT.** Don’t use power tools in damp or wet locations, or expose them to rain. Keep work area well lighted.
- **KEEP CHILDREN AWAY.** All visitors should be kept safe distance from work area.
- **MAKE WORKSHOP KID PROOF with padlocks, master switches, or by removing starter keys.**
- **DON’T FORCE TOOL.** It will do the job better and safer at the rate for which it was designed.
- **USE RIGHT TOOL.** Don't force tool or attachment to do a job for which it was not designed.
- **USE PROPER EXTENSION CORD.** Make sure your extension cord is in good condition.
- **WEAR PROPER APPAREL.** Do not wear loose clothing, gloves, neckties, rings, bracelets, or other jewelry which may get caught in moving parts. Nonslip footwear is recommended. Wear protective hair covering to contain long hair.
- **ALWAYS USE SAFETY GLASSES.** Also use face or dust mask if cutting operation is dusty. Everyday eyeglasses only have impact resistant lenses, they are NOT safety glasses.
- **SECURE WORK.** Use clamps or a vice to hold work when practical. It’s safer than using your hand and it frees both hands to operate tool.
- **DON’T OVERREACH.** Keep proper footing and balance at all times.
- **MAINTAIN TOOLS WITH CARE.** Keep tools sharp and clean for best and safest performance. Follow instructions for lubricating and changing accessories.
- **DISCONNECT TOOLS before servicing; when changing accessories, such as blades, bits, cutters, and the like.**
- **REDUCE THE RISK OF UNINTENTIONAL STARTING.** Make sure switch is in off position before plugging in.
- **USE RECOMMENDED ACCESSORIES.** Consult the owner’s manual for recommended accessories. The use of improper accessories may cause risk of injury to persons.
- **NEVER STAND ON TOOL.** Serious injury could occur if the tool is tipped of if the cutting tool is unintentionally contacted.
- **CHECK DAMAGED PARTS.** Before further use of the tool, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function - check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other conditions that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced.
- **DIRECTION OF FEED.** Feed work into a blade or cutter against the direction of rotation of the blade or cutter only.
- **NEVER LEAVE TOOL RUNNING UNATTENDED.** TURN POWER OFF. Don’t leave tool until it comes to a complete stop.
- **SAVE THESE INSTRUCTIONS.**
Safety labels are located according to the drawing below. The labels contain important safety information. Please read them carefully. These labels are considered a permanent part of your saw. If a label comes off or becomes hard to read, contact MK Diamond or your dealer for replacement.

**California Proposition 65 Message**

Sawing and drilling generates dust. Excessive airborne particles may cause irritation to eyes, skin and respiratory tract. To avoid breathing impairment always employ dust controls and protection suitable to the material being saws or drilled. In accordance with OSHA (29 CFR Part 1910.1200), Diamond Blades improperly used are dangerous. Comply with American National Standards Institute Safety Code B7.1 and Occupational Safety and Health Act covering: Speed, Safety Guards, Flanges, Mounting Procedures, General Operating Rules, Handling, Storage and General Machine Conditions.

**Hazard Symbols**

- **Electrical Shock!**
  Never touch electrical wires or components while the motor is running. Exposed, frayed or worn electrical motor and/or water pump wiring can be sources of electrical shock which could cause severe injury or burns.

- **Accidental Starts!**
  Before plugging the equipment into an electrical outlet, ensure that the ON/OFF switch is in the "OFF" position to prevent accidental starting. Unplug unit before performing any service operation.

- **Rotating or Moving Parts!**
  Keep hands, feet, hair, and clothing away from all moving parts to prevent injury. Never operate the motor with covers, shrouds, or guards removed.

**Damage Prevention Messages**

Other important messages that are designed to help prevent damage to your MK Diamond 470 tile saw, other property, or the environment are preceded by the word, "notice."

**Notice** Your MK-470 Tile Saw or other property could be damaged if you don’t follow instructions.

**Item Location Description Part #**

<table>
<thead>
<tr>
<th>Item</th>
<th>Location</th>
<th>Description</th>
<th>Part #</th>
</tr>
</thead>
<tbody>
<tr>
<td>H2</td>
<td>Motor</td>
<td>GFCI Warning label</td>
<td>155678</td>
</tr>
<tr>
<td>H3</td>
<td>Motor</td>
<td>Receptacle warning label</td>
<td>154822</td>
</tr>
<tr>
<td>J3</td>
<td>Motor</td>
<td>General safety warnings</td>
<td>155806</td>
</tr>
</tbody>
</table>

**Safety Label Locations**

Safety labels are located according to the drawing below. The labels contain important safety information. Please read them carefully. These labels are considered a permanent part of your saw. If a label comes off or becomes hard to read, contact MK dealer for replacement.

**7 inch (178mm) blade capacity**

The MK-470 Tile Saw is a versatile cutting machine designed to use diamond blades. Its function is to cut a variety of materials to include ceramics and certain types of stone. The MK-470 is compact and lightweight, and incorporates features found on larger professional models. This saw is engineered as a self-contained unit consisting of a powerful universal motor, removable water reservoir and water recirculating system, and quality diamond blade. The motor operates on standard 120V current, and the water pump is conveniently energized by the motor.

**Motor**

The MK-470 features a powerful right angle drive universal motor with the following specifications:

- 115V 50/60Hz
- 1/2 Horsepower
- 5.3 AMP
- 5,500 RPM
- Maintenance free sealed pinion shaft and gear assembly

The heavy-duty pinion shaft and gear assembly are permanently lubricated and sealed within the gear box.

**Cutting Head**

The 7 inch (178mm) blade capacity yields a depth of cut of 1-3/4". The hinged blade guard allows easy blade changes.
Table

Built of rugged composite material, the one-piece table allows for the cutting of 14" (355mm) tile and diagonally cuts 10" (254mm).

Frame

The structural steel frame of the MK-470 provides high strength and rigidity, while keeping weight to a minimum. The MK-470 is very portable at 29 pounds and an overall size of 28'L x 21"W x 25"H.

Water System

The water system of the MK-470 consists of a thermoplastic water reservoir and a submersible recirculating pump that connects to water tubes in the blade guard in order to provide a continuous supply of water to both sides of the blade. The water reservoir will not rust or peel and is easy to clean.

Unpacking and Preparation

Carefully open carton. Remove the accessory pack. Lift the saw out of the carton by the pan, and place onto a level work surface. Open the accessory pack, and check each item with the contents list and illustration below, making certain that all items are accounted for and in good condition before discarding any packing material. If there are any missing or damaged parts, call our toll free number 1-(800)-421-5830 or (310) 539-5221 for instructions before proceeding with the assembly.

Contents of carton: Saw Frame Assembly and Accessory Pack

Accessory Pack contains:

- Owners manual
- Pump manual
- Warranty card
- Splash guard
- 7" tile blade
- Cutting head
- Water pump
- Blade nut wrench
- Blade shaft wrench
- Wing screw
- Washer
- Fence

Initial Assembly

Warning

Do not operate saw until fully assembled.

Installing the Cutting Head

Remove the three screws (part # G4) from the mounting flange of the frame assembly and set them aside. From the Cutting Head, loosen the davies knob (part # B3) and remove the wing nut (part # B5) on the blade guard. Remove the blade guard and set it aside. With the Cutting Head, align the three screw holes of its casting (part # G1) with the mounting screws through the casting into the saw frame and retighten. Reinstall the blade guard and connect the vinyl water hose to the brass fitting located on the blade guard.

Installing the Blade

Loosen the davies knob (part # B3) and wing nut (part # B5) on the blade guard. Raise the blade guard to its highest position and retighten the wing nut. Loosen and remove the blade shaft nut (part # H6) & outside blade flanges (part # H5) and set them aside. Place the diamond blade onto the motor shaft against the inside flange. Ensure that the rotation arrow (stamped onto the steel core of the blade) points "counter-clockwise" when viewed from the blade side of the saw. Place the outer blade flange against the blade and tighten the blade shaft nut onto the threaded shaft. DO NOT OVERTIGHTEN. Reposition the blade guard and tighten fittings. Attach splash guard to back of blade guard with wingscrew and washer provided.

Installing the Water Pump

The end of the water hose (lying in the water pan) has a 3/8" diameter vinyl sleeve attached. Affix this 3/8" sleeve onto the spout of the water pump, using the plastic adapter provided. Place the pump anywhere in the water pan. Route the water pump power cord through the slot in the side of the table as shown. Fill the pan with clean water, and ensure that the water level is above the intake port of the pump. It is very important to keep the pump's intake port under water during operations. Any air introduced to the pump could cause an interruption of water flow. This pump is fully submersible, and you may wish to place it adjacent to your saw in a bucket of water to provide a continuous flow of clean water to your blade (this helps extend the life of both blade and pump). Connect the plug end of the water pump into the water pump receptacle located on the motor. The pump is activated by the ON/Off switch on the electric motor.
The MK-470 tile saw is wired for 120V, single phase operation, and draws 5.3 amps at 120V. This is not a large load, however if the machine is operated on any circuit that is already close to its capacity, the circuit breaker may be tripped. If this occurs, eliminate other loads from the circuit. A separate circuit protected by a 20 amp breaker is ideal. If other loads do not exist and power failure still occurs, have the circuit inspected by a qualified electrician. If a generator is used, use one rated at 3.5Kw minimum.

This tool must be grounded. In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This tool is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances.

- Do not modify the plug provided - if it will not fit the outlet, have the proper outlet installed by a qualified electrician.
- Improper connection of the equipment - grounding conductor can result in a risk of electric shock. The conductor with the insulation having an outer surface that is green, with or without yellow stripes, is the equipment grounding conductor. If repair or replacement of the electric cord or plug is necessary, do not connect the equipment - grounding conductor to a live terminal.
- Check with a qualified electrician or service personnel if the grounding instructions are not completely understood, or if in doubt as to whether the tool is properly grounded.
- Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the tool's plug.
- Repair or replace damaged or worn cord immediately. See Table 1 for proper extension cord gage requirements.

This tool is intended for use on a circuit that has an outlet that looks like the one illustrated in Sketch A in Figure 1. The tool has a grounding plug that looks like the plug illustrated in Sketch A in Figure 1. A temporary adapter, which looks like the adapter illustrated in Sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in Sketch B if a properly grounded outlet is not available. The temporary adapter should be used only when a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet can be installed by a qualified electrician. The green-colored rigid ear, lug, and the like, extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box.

Use of a temporary adapter is not permitted in Canada.

Additionally, the water pump requires the use of a Ground Fault Circuit Interrupter. Therefore, when using the water pump plugged into the water pump receptacle, this tool must be plugged into a properly installed and grounded Ground Fault Circuit Interrupter outlet, like the one illustrated in Sketch D in Figure 1. If a Ground Fault Circuit Interrupter outlet is not available, MK Diamond has available, as an accessory item, a plug - in Ground Fault Circuit Interrupter that may be plugged into a properly installed and grounded 3-pole outlet. See Sketch E in Figure 1.
Extension Cords

Use only extension cords that are intended for outdoor use. These extension cords are identified by a marking of, “Acceptable for use with outdoor appliances; store indoors while not in use.” Use only extension cords having an electrical rating not less than the rating of the product. Do not use damaged extension cords, do not “yank” on any cord to disconnect it from the power supply. Keep cord away from heat and sharp edges. Always disconnect the extension cord from the receptacle before disconnecting the product from the extension cord.

**Warning**

To reduce the risk of electrocution, keep all connections dry and off the ground. Do not touch plug with wet hands.

Ground Fault Circuit Interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the tile saw. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.

**Table 1**

<table>
<thead>
<tr>
<th>Ampere Rating</th>
<th>Volts</th>
<th>Total length of cord in feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>more than 0</td>
<td>120V</td>
<td>25 ft.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50 ft.</td>
</tr>
<tr>
<td></td>
<td>240V</td>
<td>100 ft.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>150 ft.</td>
</tr>
<tr>
<td>more than 6</td>
<td></td>
<td>16 ft.</td>
</tr>
<tr>
<td>more than 10</td>
<td></td>
<td>16 ft.</td>
</tr>
<tr>
<td>more than 12</td>
<td></td>
<td>16 ft.</td>
</tr>
<tr>
<td>not more than 10</td>
<td></td>
<td>14 ft.</td>
</tr>
<tr>
<td>not more than 12</td>
<td></td>
<td>12 ft.</td>
</tr>
</tbody>
</table>

**Notice**

Use of undersize extension cords results in low voltage to the motor, which can result in motor burnout and premature failure. MK Diamond warns that equipment returned to us, showing signs of being run in a low voltage condition through the use of undersized extension cords, will be repaired or replaced totally at the customer’s expense, there will be no warranty claim.

**Warning**

If the plug or receptacle does get wet, DO NOT unplug the cord. Disconnect the fuse or circuit breaker that supplies power to the tool. Then unplug and examine for presence of water in the receptacle.

To avoid the possibility of the appliance plug or receptacle getting wet, position tile saw to one side of a wall mounted receptacle to prevent water from dripping onto the receptacle or plug. A “drip loop,” shown in the figure below, should be arranged by the user to properly position the power cord relative to the power source. The “drip loop” is that part of the cord below the level of the receptacle, or the connector if an extension cord is used. This method of positioning the cord prevents the travel of water along the power cord and coming in contact with the receptacle.

**Lock Out Method**

In order to help prevent accidental starting and to help make your workshop “Kidproof”, this saw is provided with a means to deactivate the functioning of the motor switch. The switch is provided with a removable toggle. With the toggle removed the switch does not function, and the motor cannot be turned on. Replacing the toggle reactivates the switch function. See illustration.

**Sawing Operations**

**General Cutting Guidelines**

* For Best Results...Use MK Diamond Blades
* A diamond blade does not cut, it grinds. Do not force the tile into the blade, nor feed it too quickly.
* Diamond blades are not all alike. Match the MK blade to the product to be cut.
* Before mounting any blade on the saw, inspect the arbor shaft, flanges and blade for damage or fatigue.
* It is natural for the diamond blade to wear out. Follow MK’s blade recommendations for better longevity and efficiency.
* Check that the directional arrow of your MK blade always points in a counter-clockwise direction as it is mounted.
* Ensure that a continuous flow of water to both sides of the blade occurs during operation.
* Diamond blades need to be sharpened from time-to-time, as this allows for optimum performance. (See optional accessories.)
* Be sure the blade arbor hole diameter matches the blade shaft.
* Never operate any saw without safety guards in place.
* Do not force the blade into the material; allow the blade to cut all its own speed.
* Do not cut dry with blades designed for wet cutting.
* Do not make long continuous cuts with dry cutting blades; allow the blade to cool by turning the air every few minutes.
* Do not exceed the blades safe operating speed.
* Do not operate the saw with a blade diameter larger than the saws capacity.
* Do not cut or grind with the side of the diamond blade, or make radius or curve cuts.
Do not attempt to cut pieces too small to hold by hand outside the blade guard. Avoid awkward hand positions where a sudden slip could cause a hand or fingers to come in contact with the blade. When cutting any material, make sure it is fully supported. Hold workpiece firmly against the fence. Only feed the material as fast as the blade is able to affectively cut. DO NOT FORCE THE MATERIAL INTO BLADE!

Rip Cutting

Rip cutting is the term used to describe cutting the material flat on the conveyor table. When cutting the material on the square, position the rip guide to the desired cutting dimension, and tighten the thumb screw to secure it in place. Firmly hold the material against the conveyor table back stop and the rip guide while cutting. When cutting diagonally, position the material using the conveyor table back stop and the optional dual 45° flat angle guide. For cutting materials at other angles, use the 0-90° protractor to align material to the desired angle. (See optional accessories, page 5.)

Do not attempt to cut pieces too small to hold by hand outside the blade guard. Avoid awkward hand positions where a sudden slip could cause a hand to move into the blade. When cutting a large piece of material, make sure it is fully supported. Hold workpiece firmly against conveyor table, back stop and guide. Only feed the material fast enough for the blade to cut. DO NOT FORCE.

Conveyor Table Markings

The markings on the conveyor table back stop are used to aid in cutting tile to particular dimensions. The scale on the top of the back stop is used for setting the rip guide's diamond window indicator relative to the exact distance from the diamond blade to the edge of the rip guide. You must first measure the tile for the cut to act as the standard, and then use the rip guide & table markings to assist in additional cuts.

Maintenance

For your safety, turn ON/OFF switch “OFF” and unplug saw from the power source before performing any maintenance or cleaning. If the power cord becomes damaged in any way, replace it immediately with the approved cord. When cleaning the saw, DO NOT let the motor come in direct contact with water. If excessive moisture is introduced to the motor electrical shock could occur and can cause damage to the internal parts. DO NOT service the motor's internal parts yourself. Contact an authorized MK Service Center, or MK Diamond's Factory Service Center for technical support and parts information 1-800-474-5594 for help in solving any problems.

Periodic maintenance your MK-470 allows for long life and trouble-free operation. The cutting residue that the saw generates could be considerable. A cleaning, lubrication and maintenance schedule should be maintained. Required maintenance practices include:

- Clean the saw with fresh water after every use.
- Pump clean/fresh water for (1) minute through the water pump and blade guard assembly to safeguard against slurry build-up and clogging.
- Inspect the diamond blade for its overall integrity. Check the rim or segment rim for wear or damage.
- Inspect the wear of the electric motor's (2) carbon/graphite brushes regularly. The brushes are easily accessible by removing the brush caps with a flat end screw driver from the square top of the motor. Pull the brushes from their holder and change them when approximately 1/4" of the brush remains. Use only authorized MK parts.

Trouble Shooting

For your safety, turn the ON/OFF switch “OFF” and unplug the saw from the power source before performing any troubleshooting procedures.

motor problems

Check the power source for 115V.
Check that the circuit breaker from power source is at 20 amp.
Check for correct extension cord gauge/length
Reset Ground Fault Circuit Interrupter (if used)
Check integrity of the carbon/graphite brushes (min. 1/4")
Check the continuity of the ON/OFF switch
if blade won't cut properly

- Check that the blade is the correct specification for material being cut.
- Check for worn out diamond edge & resharpen as necessary using dressing stick (MK part #152792), and slowly cut stick in (10) 1/16" slices to redress the diamond blade edge.
- Check that blade is rotating in the same direction as the rotation arrow.
- Make sure the blade core is not bent.

water flow problems

- Check that the water pump vibrates when the motor is on. Reprime pump: Take water hose off blade guard, remove air bubbles, fully submerse pump outlet in water, turn motor on.
- Plug the water pump into an electrical outlet, fully submerse pump in water and check it’s operation.
- Check that the water jets in the blade guard are clear, not clogged with hardened slurry or tile particles.
- Check that the pump's water valve is in the full OPEN position.

Optional Accessories

- **MK-200**
  The MK-200 blade is a premium continuous rim wet cutting diamond blade (without groves). This blade offers fast cutting on many types of ceramic materials. [part# 139295, 7" (178mm)]

- **MK-215**
  The MK-215 blade is a supreme continuous rim wet cutting diamond blade (without groves). It is designed with a diamond concentration suited for hard ceramics and soft marble. [part# 139311, 7" (178mm)]

- **MK-315**
  The MK-315 blade is a super-hi rim continuous rim wet cutting diamond blade (without groves). The type and depth of diamond permits longer life and fast cutting on hard vitreous, porcelain tile as well as marble and granite. [part# 153293, 7" (178mm)]

- **Dual 45° flat angle guide**
  This guide is used to align the material for diagonal cutting. (part #134569-MK)

- **0-90° Protector**
  This guide is used to align the material for cutting any desired flat angle. (part #134569-MK)

- **Small 45° Bullnose Miter Plate**
  This guide is used to cut 45° miters on bullnose and 1/4 round tile. (part #134585-MK)

- **Water Containment Hood**
  This two piece thermoplastic hood controls mist and water for a dry work area, without limiting visibility. (part #151924-MK)

- **Ground Fault Circuit Interrupter**
  This accessory (120V/15 AMP) allows the use of a water pump when an outlet mounted GFCI is not installed. Easily plugs into a standard 3-pole grounded outlet to convert a ground fault protected circuit. (part# 152610)

- **Dressing Stick**
  Specially formulated abrasive stone that permits the fast exposure of new jagged diamonds to the blade's periphery and sides. Resharpening of the blade is easily accomplished by cutting multiple 1/16" slivers from the stone. This action quickly redresses the blade, and is especially ideal when tacking very hard stone and ceramics. [part# 152792]

- **Saw Stand**
  Sturdy, compact & rugged steel saw stand designed for the MK-470 Tile Saw. The stand easily affixes to the water reservoir and orients the saw to a comfortable operating height. Easy assembly & "How-To" instructions are included with the stand. [part# 155953]
MK-470 Exploded View
### MK-470 Parts List

**Model**
MK-470 Tile Saw 120v/7.4a, Part # 155779

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Qt</th>
<th>Part #</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Wrench, Blade Nut, 15/16 Boxed End</td>
<td>1</td>
<td>134684</td>
</tr>
<tr>
<td>A2</td>
<td>Wrench, Blade Shaft, 11/16 Open End</td>
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<td>153450</td>
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<td>A3</td>
<td>Blade, 7 Dia X 5/8 Arbor</td>
<td>1</td>
<td>153441</td>
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<tr>
<td>A4*</td>
<td>Owner’s Manual</td>
<td>1</td>
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<tr>
<td>A5*</td>
<td>Warranty Card</td>
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<td>Information Tag</td>
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<td>B</td>
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<td>Wingnut, 5/16-18 Nylock</td>
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<td>D1</td>
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*Not shown in exploded view

Rev 12/00
HOW TO ORDER PARTS

Please have the following information ready before calling:

- SERIAL NUMBER OF YOUR SAW
- MODEL NUMBER OF SAW
- WHERE PURCHASED AND WHEN
- PART NUMBER
- PART DESCRIPTION

All parts listed may be ordered from your local distributor or from MK Diamond. If the part is not stocked locally, call: 1 (800) 421-5830 or (310) 539-5221 and ask for customer service. For technical support call: 1 (800) 474-5594 or (310) 257-2845. There is a $25.00 minimum order.

Returned Merchandise Policy

Should you need to return any product you have purchased from MK Diamond, please observe the following:

Our customer service department must be contacted for approval to return merchandise. Merchandise will not be accepted without a RETURNED GOODS authorization (RGA) number. All returned merchandise must be shipped prepaied to destination, and must have been purchased within the previous 12 months. A restocking charge of 15% may be billed.

PARA ORDENAR PARTES DE REPUESTO

Sírvase tener lista la siguiente información antes de llamar:

- NÚMERO DE SERIE DE LA SIERRA
- NÚMERO DE MODELO DE LA SIERRA
- DONDE Y CUANDO SE COMPRÓ LA SIERRA
- NÚMERO DE LA PARTE
- DESCRIPCIÓN DE LA PARTE

Todas las partes listadas se pueden pedir a través de su distribuidor autorizado o directamente a MK Diamond. Si la parte no está en existencia local, llame al número de teléfono indicado abajo y pida el departamento de atención al cliente. Para soporte técnico, llame al 1-800-474-5594 sin cargo. El pedido mínimo es de $25.00.

Política De Devolución De Mercancía

En caso de que sea necesario devolver algún producto que usted haya comprado a MK Diamond, sínase observar lo siguiente:

Usted debe dirigirse a nuestro departamento de atención al cliente para recibir una aprobación de devolución de mercancía. No se aceptará mercancía devuelta sin el correspondiente número de pago hasta su destino. Toda la mercancía devuelta deberá embarcarse con flete meses anteriores y estar en condiciones de poderse vender como nueva. Se aplicará un cargo de 15% por reintegro al almacén.

POUR COMMANDER LES PIECES DE RECHANGE

Veuillez avoir les informations suivantes avant d’appeler:

- NUMÉRO DE SÉRIE DE LA SCIE
- NUMÉRO DE MODÈLE DE LA SCIE
- DATE ET LIEU D’ACHAT
- RÉFÉRENCE
- DESIGNATION DE LA PIÈCE

Toutes les pièces indiquées peuvent être commandées auprès de votre distributeur local ou auprès de MK Diamond. Si la pièce n’est pas stockée localement, veuillez appeler notre numéro d’appel gratuit indiqué ci-dessous et demander le service de la clientèle. Pour support technique, veuillez contacter le 1 (800) 474-5594. Un minimum de commande 25.00 dollars US est de rigueur.

Politique De Retour De Marchandises

Si vous vous trouvez dans l’obligation de retourner un produit dont vous avez fait l’achat à MK Diamond, veuillez suivre les consignes suivantes:

Notre service de clientèle devrait être consulté pour approbation avant de retourner toute marchandise. La marchandise ne sera en aucun cas acceptée sans numéro d’autorisation de Marchandises retournées. Toutes les marchandises retournées doivent avoir fait l’objet de l’achat dans les 12 mois précédents et être en état de revente. Une charge de restockage de 15% sera facturée.